

1st Five Site Coordinator and Director

Identifying a **1st Five** site coordinator is critical to effective program implementation. In particular, a site coordinator needs to have strong leadership skills that include relationship building/networking skills across family serving systems, and a solid understanding of working directly with families from a care coordination perspective. It is not recommended that a site coordinator also takes on care coordination responsibilities if the site is has more than 20 open referrals at a time, but should understand the **1st Five** care coordination model and day-to-day responsibilities so as to lead an effective team. Care coordination requires personal contact with families and providers that allows for individualization of care and family-centered decision making to meet the needs of each family. This communication may be carried out through face-to-face visits, telephone contacts, or written correspondence.

At the individual level, care coordination may involve providing information about available services, assisting clients in making health care appointments, coordinating access to needed support services, coordinating access to health care services and following up to ensure that services were accessed. Site coordinators may need to work flexible hours in order to reach families who are not available during the day.

Site coordinators are primarily responsible for maintaining a strong relationship with participating **1st Five** medical practices. This relationship includes regular communication on referral status and program maintenance. In addition, site coordinators are the faces of **1st Five** in their communities and serve in the capacity as messengers about the importance of young children's healthy mental development to community stakeholders.

Role of 1st Five Site Coordinators:

Site Coordinator Staffing requirements:

- Maintain regular contact with providers on referral compliance and progress. Must be at least one (1) FTE.
- Must be a health professional with a bachelor's degree in health education, counseling, nursing, sociology, or psychology; OR a graduate of a Bachelor's degree program or higher in social work.
- Must possess basic knowledge of child health development and related community services.

- Must complete core competency staff training requirements by the end of the first project contract year (for training requirements, see below).
- Implementation Sites must spend a minimum of 40% of their time on infrastructure building activities such as working with primary care practices, providing trainings and educating EPSDT providers and other community partners. The data logs must be used to determine appropriate breakout by funding source for staff salaries, contracts, and other expenses.
- General/Relationship-related skills for Site Coordinators (as identified by other 1st Five Site Coordinators):
 - Flexible
 - Communicator
 - Relationship builder
 - Fearless
 - Independent worker
 - Understands importance of dynamic of clinics
 - Part sales representative, part case manager
 - Relationship marketer – sales through relationship marketing
 - Understands child development
 - Has a degree
 - Understands cycle of change
 - Public speaking skills
 - Advocacy skills and facilitation skills
- Management-related skills for Site Coordinators (as identified by other 1st Five Site Coordinators):
 - Good communicator
 - Able to mentor and delegate appropriately so that learning opportunities are available to **1st Five** site team
 - Genuinely Curious
 - Less about what you know/life-long learner
 - Patient
 - Good listener
 - Brings messages back to Care Coordinator
 - Gives appropriate praise to Care Coordination Team
 - Confident doing research
 - Autonomous and finds answers
 - Technical writing skills
- Establish a strong relationship with provider sites including regular communication regarding referral status and program maintenance.



- Maintain a provider contact log tracking *all communication* with provider sites on **1st Five** program maintenance.
- Upon first engagement with a committed medical practice, the site coordinator should have face-to-face contact at least once per four months in order to develop the relationship and check in with the practice's processes for identification, referral, and follow up. After a practice is well-established, it remains important for program fidelity and continued engagement to maintain contact at a *minimum* of once every six months. A **1st Five** site coordinator generally makes an average of nine contacts before fully engaging a medical practice.
- Identify all community-based intervention services needed for **1st Five** referrals.
- Ensure care coordination team:
 - Maintains a continuous relationship with referred families to track their compliance and progress.
 - Provides assistance to referred families accessing community-based services including:
 - developmental screening and treatment for children
 - counseling
 - community resources
 - appointment setting
 - transportation assistance
 - physician communication
- Complete the core competency training requirements designated here within the first six months of hire:
 - Traumatic Stress on Brain Development
 - Post Partum Depression
 - Listening/Motivational Interviewing
 - Development and Attachment
 - Working with Families Affected by Substance Abuse Disorders
 - Working with Families Affected by Domestic Violence
 - ASQ:SE Developmental Screening Tools
 - Title V Maternal Child Health online training modules



- CH/EPSTD
 - Informing
 - Care Coordination
 - CARES
 - EPSTD Billing
- Other suggested training resources:
 - National Child Traumatic Stress Network
 - National American Academy of Pediatrics
 - Center on the Developing Child at Harvard University
 - Training opportunities may be accessed by trained internal agency staff, statewide trainings, or national trainings. Face-to-face, online modules, on-site trainings are recommended, however the only required on-site trainings are: Active Listening/Motivational Interviewing, Working with Families Affected by Substance Abuse Disorders, and Working with Families Affected by Domestic Violence. These three trainings are free through the Department of Human Services Service Training Academy at <http://servicetraining.hs.iastate.edu/course/>.

Role of 1st Five Program Directors:

- Supervise the program and oversee the site coordinator's responsibilities.
- Ensure that site coordinator meets all program standards and processes.
- Review site referral and evaluation data to ensure outcomes and work plan expectations are being met. If there is an issue, then develop plan with site coordinator that addresses concerns.
- Participate in bi-annual **1st Five** Project Consortium meetings.
- Serve as the **1st Five** agency champion among the agency management team.
- Work with agency management team to explore strategies to integrate the **1st Five** model into other MCAH agency programs.

